





6. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein the processing step further comprises the steps of:

receiving, at the server, said identifier information regarding said appliance from a third party terminal through said network when the appliance is to be collected and repaired by delivery to the provider by the third party; and

sending, from the server, to the third party information regarding a delivery destination of said appliance when the server receives the identifier information from the third party;

wherein said information regarding said delivery destination of said appliance is in accordance with said identifier information received from said third party terminal.

7. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein the receiving identifier information step further includes sending registration information to the displaying unit when said identifier information received from said appliance is unregistered.

8. (Previously Presented) The appliance information transmitting/receiving method as set forth in claim 1, wherein said menu sent to said displaying unit includes at least one of a telephone response request, a repair request, an operation method description request and an another menu display request.



a server operable to receive identifier information transmitted from said appliance, process said received identifier information, and transmit provider responses in accordance with the received identifier information; and

a displaying unit operable to display a first menu of provider responses, received from the server through the network, said first menu being structured to have a content which varies in accordance with said identifier information, and further operable to display a second menu that is a display of information corresponding to item information selected by a customer from said first menu.

12. (Previously Presented) An appliance information transmitting/receiving system, comprising:

a displaying unit disposed within an appliance of a customer, said displaying unit being connected to a network;

an access button disposed on said appliance and operable to issue an identifier information send instruction when activated;

a telecommunication unit disposed within said appliance, said telecommunication unit being connected to said network and operable to transmit identifier information specifying said appliance through said network upon receiving the identifier information send instruction;

a server configured to handle information regarding the appliance received through the network, and operable to receive said identifier information, send a menu of provider responses to the displaying unit, said menu being structured to have a content which varies in accordance with said identifier information, and further operable to receive from said displaying unit item





unit includes at least one of a telephone response request, a repair request, an operation method description request, and an another menu display request.

21. (Previously Presented) The appliance information transmitting/receiving system as set forth in claim 11, wherein a plurality of said appliances are disposed and connected to a LAN, and said telecommunications unit of any one of said appliances is connected to said network.